VoiceObjects

NUANCE

VoiceObjects Product Information



Integration of Nuance OSDMs

Enables the use of Nuance's OSDM voice application building blocks within VoiceObjects' carrier-grade Phone Application Server

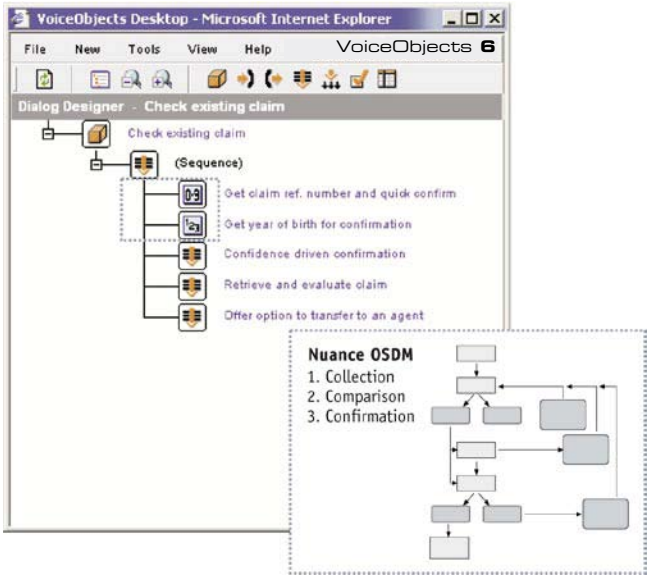
The seamless integration of Nuance OpenSpeech™ DialogModules™ (OSDMs) into the VoiceObjects platform allows customers to use market-proven building blocks for speech applications on the leading Phone Application Server known as VoiceObjects 6.

Product Summary

- Leverages market provenbuilding blocks
- Reduces development time
- Enables efficient and reliable deployment
- Provides end-to-end monitoring and analysis

Manage the complexity of voice applications

VoiceObjects 6 seamlessly integrates Nuance OSDMs, sophisticated configurable building blocks for handling standard user interactions within voice applications. Leveraging OSDMs, companies can reduce development time and increase application quality in the first step of application development. Within VoiceObjects' object-oriented development framework, OSDMs are tightly integrated into individual dialog flows. The VoiceObjects server-based Phone Application Server provides a solid foundation for the efficient and secure deployment, operation and maintenance of OSDM-enhanced voice applications: VoiceObjects Server ensures reliability and scalability of the deployment, while VoiceObjects Analyzer provides detailed information about application, system and OSDM usage.



Clear Benefits

Reduced time-to-market
OSDMs package all of the prompts, re-prompts, grammars, call flows, and other parameters required to voice-automate standard user inputs. This allows application developers to accelerate time-to-market, streamline application development and deliver a consistent user interface.

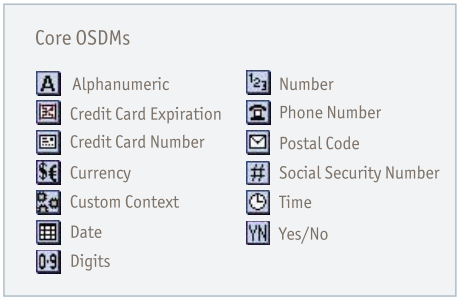
Full life cycle management
The seamless integration Nuance OSDMs into the VoiceObjects platform leverages the full power of the VoiceObjects 6 Phone Application Server to efficiently create, test, deploy and analyze individual voice services.

Solid foundation
With VoiceObjects Server, voice services are deployed on a carrier-grade infrastructure with guaranteed quality and scalability. Integrated management capabilities ensure efficient operation, regardless of the size of the system.

Seamless integration of Nuance OSDMs

Each OSDM accomplishes a particular task within a speech application, ranging from relatively simple tasks such as capturing a 'yes/no' response, a phone number, or credit card information, to complex collections of a caller's name, postal address, or even dynamically generated custom information, such as flight schedules or product serial numbers.

The VoiceObjects object-oriented development environment integrates OSDMs into the graphically represented dialog flow. Within custom applications, OSDMs can easily be selected and parameterized, providing maximum flexibility for application design and individual dialog flows by leveraging existing dialog modules for standard user interactions. During dialog processing, VoiceObjects Server automatically executes OSDMs, exchanges the corresponding parameters and handles the values collected by the OSDMs. The integration of collected data with Infostore and VoiceObjects Analyzer allows detailed analysis of the application, system and OSDM usage.



VoiceObjects

VoiceObjects is the phone application server company. VoiceObjects works with carriers and enterprises around the world to deliver a personalized customer service experience to more than 500 million callers every year. VoiceObjects Server, the company's flagship product, supports phone-based applications at more than fifty leading companies, including Adobe, T-Mobile and Volkswagen Financial Services. For more information, please visit www.VoiceObjects.com.

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